

Treasury Documentation**Subject:** Employee Service Program**For:** EMPLOYEE HANDBOOK
SUPERVISOR HANDBOOK**Also See:**

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	Policy
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	ET-03021 (4-1-1993)
	BT-03025 (4-1-1993)
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PURPOSE AND SERVICES PROVIDED

The Employee Service Program (ESP), Office of State Employer (OSE), has been established to provide services to all classified State employees who are experiencing personal or job performance problems. Detailed information is available on the ESP Web site at <http://michigan.gov/ose>. The Department of Treasury encourages employees to take advantage of this valuable service.

The following information should be used by managers, supervisors, personnel and labor relations officers, and co-workers as a **guide** when offering assistance to employees who may be experiencing job performance or personal problems.

**OFFERING ASSISTANCE TO AN EMPLOYEE WITH
ONGOING JOB PERFORMANCE PROBLEMS**

Guidelines

1. Avoid stating or implying that the employee has a personal problem.
2. Provide the employee with the Employee Service Program (ESP) telephone number or a brochure, if available.
3. Handle the employee's involvement with ESP in a confidential manner, both at the work site and the ESP office.
4. Inform the employee that administrative leave can be requested for the initial assessment session, including travel. The use of sick leave is appropriate for subsequent sessions.
5. When job problems have been identified, the ESP counselor will ask the employee for written permission to contact the Human Resources Division, supervisor and/or employee organization representative to discuss only job-related issues.
6. The supervisor should make a note to him/herself that program services have been offered to the employee. This note can be used to jog the supervisor's memory if the offer of services becomes an issue. This information cannot be shared and should be kept where it is accessible only to the supervisor.
7. This is an offer of assistance. Therefore, it is the employee's decision whether or not to contact the program.

8. The supervisor should continue to document conduct or performance problems.

If Employee With Job Performance Problems Accepts the Offer of Service

1. Ask the employee to contact ESP for an appointment.
2. The supervisor can contact ESP to share work-related or performance information.
3. The supervisor should continue to monitor and address job performance issues. These discussions should be limited to job performance issues and should not include any reference to the employee's interaction with ESP, unless the employee volunteers that information.

OFFERING ASSISTANCE TO AN EMPLOYEE WHO HAS EXPRESSED CONCERNS ABOUT PERSONAL PROBLEMS WHEN THERE ARE NO JOB PERFORMANCE PROBLEMS

Guidelines

1. If the employee has shared personal concerns with his/her supervisor, the supervisor should avoid making any judgment of what he/she thinks the problem might be.
2. Provide the employee with ESP telephone number or brochure, if available. This allows the supervisor to affirmatively offer assistance without intervening in personal issues.
3. An employee's involvement with the ESP must be handled in a confidential manner, both at the work site and the ESP office.
4. It is not necessary for the supervisor to contact the ESP if no job performance or conduct problems have been identified.
5. The supervisor should not initiate any discussions regarding the employee's interaction with ESP.

USE OF LEAVE TIME

For the initial assessment, an employee may request administrative leave, which includes travel time.

If the employee decides to follow through with services recommended during the initial assessment session, he/she may request sick leave, annual leave, banked leave time, approved lost time, medical leave, or arrange to be seen outside working hours.

COST

There is no cost to an employee for the initial assessment provided by ESP staff. Employees may be referred by an ESP counselor to a covered provider for ongoing counseling or treatment services. See the ESP Web site for more information.

RESPONSIBILITIES OF EMPLOYEES AND SUPERVISORS

A supervisor may offer ESP services to an employee who may be experiencing ongoing personal problems that may or may not be affecting the employee's job conduct or work performance, but an employee cannot be forced to use the program. It is the employee's decision whether or not to become involved in the program. If an employee seeks ESP services and has continuing problems, the ESP counselor may talk with the supervisor and/or Labor Relations Officer if the employee gives written permission. The discussions would focus on job-related issues.

It is the employee's responsibility to decide to seek treatment. If work performance and/or job conduct continues to be unsatisfactory over a reasonable amount of time (whether or not the employee seeks treatment), the employee will be subject to progressive corrective action.

CONFIDENTIALITY

ESP maintains records related to an employee's use of their services in a confidential manner, according to applicable professional association codes of ethics and state and federal regulations.

TRAUMATIC INCIDENT SERVICE AVAILABLE

ESP has a certified Traumatic Incident Stress Management team that provides assessment and intervention to assist employees in the aftermath of a traumatic incident.

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